

# DCFS CMH Grievance Information

The Division of Child and Family Services (DCFS) Children's Mental Health Services are committed to providing the best quality care possible for children, youth and families that we serve, as well as other significant support figures. DCFS has created a means to address concerns about care issues.

## Who can file a grievance?

Anyone concerned about a child's or youth's well-being and quality of care has the right to file a grievance. This means children, youth, family members, legal guardians, parole officers, DCFS staff, other care providers, or legal representatives.

## What kind of issues can be addressed?

Grievances can address concerns about the manner in which a child or youth is being treated by staff; disagreements with the treatment plan that could not be resolved informally with the treatment team; concerns regarding how the family is being treated or involved in the client's overall care; concerns on how the client's special needs are being addressed; or concerns regarding safety, cultural, or ethical issues.

**DCFS Process:** Children, youth and families may utilize the Child, Youth and Family Grievance form (Attachment B) located at each site/treatment home/unit. After the grievant fills out the form, that individual may place it into the locked box located in each unit or in the lobby at each site. In addition, families and other significant parties can contact the Grievance Coordinator. If the grievant does not feel comfortable speaking about their concerns in front of other DCFS staff, they may call the Grievance Coordinator and ask for a private meeting.

## What will happen once I file a grievance?

The Grievance Coordinator will speak separately with the person filing the grievance and the individual(s) involved in the issues of concern to gather information. Once all the necessary information has been gathered, one or both of the below actions may take place.

1. The Grievance Coordinator will communicate with the child, youth, family, or other concerned individuals for discussion, clarification, mediation, and problem-solving resulting in a mutually agreed upon resolution.
2. The issues of concern are brought to the attention of appropriate supervisors/managers and may be directed to authorities outside DCFS for review (such as the Legislative Counsel Bureau and/or Joint Commission).

This process rests on the belief that a meaningful discussion can take place between individuals resulting in a greater mutual understanding of everyone's needs and intentions, leading to a resolution of conflicts.

## What if I feel like my concerns do not rise to this level?

You may file a complaint. For more details please refer to CRR-2 Clients Rights and Responsibilities Policy.

## What is the difference between a complaint and a grievance?

A complaint is a general expression of dissatisfaction with a situation or the behaviors of other person(s) and a grievance is a more specific and serious feeling of wrong doing that relates to harassment, discrimination or abuse by a person(s).

**Who do I contact to voice my concern?**

<b>The following entities are available for individuals to file a grievance:</b>	
<p style="text-align: center;"><b><u>Grievance Coordinators</u></b></p> <p style="text-align: center;">Northern Nevada (775) 688-2420</p> <p style="text-align: center;">Southern Nevada (702) 486-8200</p> <p>Note: Dial “0” and ask the operator for the contact information of the grievance coordinator.</p>	<p style="text-align: center;"><b><u>Nevada Disability Advocacy &amp; Law Center</u></b> <i>Nevada’s protection and advocacy system for people with disabilities</i></p> <p style="text-align: center;">Central Office Telephone Numbers: (702) 257-8150 and (888) 349-3843</p> <p style="text-align: center;">Northern Office Telephone Numbers: (702) 333-7878 and (800) 992-5715</p> <hr/> <p style="text-align: center;"><b><u>Joint Commission</u></b></p> <p style="text-align: center;">Telephone Number 1-800-994-6610 Email Address: <a href="mailto:complaint@jointcommission.org">complaint@jointcommission.org</a></p>
<p style="text-align: center;"><b><u>Legislative Counsel Bureau</u></b> <b>Northern Nevada Office</b> 401 South Carson Street Carson City, NV 89701 Telephone Number (775) 684-6800 Fax Number (775) 684-6600</p>	<p style="text-align: center;"><b><u>Legislative Counsel Bureau</u></b> <b>Southern Nevada Office</b> Sawyer Office Building 555 E. Washington Ave. Las Vegas, NV 89101 Telephone Number (702) 486-2800</p>
<p style="text-align: center;"><b><u>Division of Child and Family Services</u></b> <b><u>Bureau of Services for Child Care</u></b> 4126 Technology Way, 3<sup>rd</sup> Floor Carson City, NV 89706 775-684-4463</p>	<p style="text-align: center;"><b><u>Clark County Department of Family Services</u></b> <b><u>Foster Care Licensing</u></b> 701 K North Pecos Road Las Vegas, NV 89101 702-455-0181</p>
<p style="text-align: center;"><b><u>Washoe County Department of Social Services -</u></b> <b><u>Foster Care Licensing</u></b> PO Box 11130 Reno, NV. 89520-0027 775-337-4470</p>	<p style="text-align: center;"><b><u>Division of Child and Family Services –</u></b> <b><u>Foster Care Licensing</u></b> 1677 Old Hot Springs Road Suite B Carson City, NV 89706 775-687-4943</p>
<p style="text-align: center;"><b><u>Grievance Locked Box Locations – Northern Nevada</u></b></p> <p style="text-align: center;">2655 Enterprise Dr. Reno, NV 89512</p> <p style="text-align: center;">600 Mill Street Reno, NV 89502</p> <p style="text-align: center;">480 Galletti Way Sparks, NV 89431 Building 2A</p>	<p style="text-align: center;"><b><u>Grievance Locked Box Locations – Southern Nevada</u></b></p> <p style="text-align: center;">6171 W. Charleston Blvd. Las Vegas, NV 89146 <i>Buildings 7, 11 West, 12 East, 12 West, 13 and 14</i></p> <p style="text-align: center;">4538 W. Craig Rd. Suite 290 North Las Vegas, NV 89032</p> <p style="text-align: center;">4180 S. Pecos Las Vegas, NV 89121</p> <p style="text-align: center;">522 E. Lake Mead Pkwy Suite 5 Henderson, NV 89015</p>

